


May 30, 2014

This week’s edition includes important information I want to share with you:

- **Governor Visit:** On Tuesday afternoon, we were honored to have Governor Haslam and Chief Operating Officer Greg Adams visit Central Office staff. The governor met with our executive team about our Customer Focused goals and the tremendous progress DIDD is making to meet our goals. He was interested in learning about the Assistive Technology clinics and was impressed with the work done there to improve outcomes for people we support. He then took some time to visit with DIDD staff, answer questions and seek input from employees. Tuesday also happened to be the launch of Titan, so the governor stopped by the "war room," where dedicated DIDD employees were fielding calls and resolving issues. I appreciate the governor taking time out of his busy schedule to visit and spend time with us. Thank you for giving the governor a warm reception and showing him what a great team we have at DIDD.



- **Stakeholder Community Forum Meetings:** A reminder DIDD and TennCare will be hosting a second round of community forums in each region of the state to gather input and talk about proposed changes to the state’s Arlington and Statewide Waivers. These forums are targeted to persons receiving services, their families and providers of Home and Community Based Services (HCBS) waiver programs. Earlier this year, meetings were held to solicit ideas of improving programs and services within these waivers. All of the input received was used to develop a concept paper. We will provide an overview of the paper and would like to hear your thoughts and concerns. Due to limited space, we ask that you pre-register if planning to attend. Registration and complete meeting details are available [here](#) under “Concept Paper and Community Meetings.”

West	Middle	East
June 4, 2014	June 6, 2014	June 11, 2014
9:00 a.m.-11:00 a.m. (Providers)	9:00 a.m.-11:00 a.m. (Providers)	9:00 a.m.-11:00 a.m. (Providers)
1:00 p.m.-3:00 p.m. (Persons Receiving Services/Families)	1:00 p.m.-3:00 p.m. (Persons Receiving Services/Families)	1:00 p.m.-3:00 p.m. (Persons Receiving Services/Families)
Star Center Auditorium 1119 Old Humboldt Road Jackson, TN 38305	River of Life Church 224 Stewart’s Ferry Pike Nashville, TN 37214	Rothchild Catering & Conference Center 8807 Kingston Pike Knoxville, TN 37923

Today, DIDD and TennCare released the concept paper that outlines the proposed new program structure for Home and Community Based Services for people with intellectual and developmental disabilities. This is a big change and I ask everyone to carefully read the concept paper attached to this edition. Stakeholder feedback is crucial to moving forward and I hope all of you can make it to the stakeholder meetings listed above or provide written comments to help the department and TennCare move forward in providing the best services to people with intellectual and developmental disabilities.

- **List of Excluded Individuals and Entities (LEIE) Webinars:** I'd like to extend a personal thanks to each of the agency representatives who attended one of the LEIE webinar sessions offered in mid-May. As the department prepares to submit the first completed LEIE report to TennCare, I am happy to acknowledge the data we are prepared to submit on your behalf indicates a significant achievement within the context of our expedited request. It is also important to note that agencies who did not submit data are required to participate effective immediately and include data applicable to May 2014.

The implications for failure to comply are federally implemented and quite severe. Therefore, I have asked our regional staff to provide me a list of agencies which failed to submit the requested information; I am preparing to reach out to each individually. Our effort to comply with this standard must be cooperative and collective, as both the department and our provider network are held responsible for noncompliance.

The Provider Manual in section 5.2.g.3 states, *"The provider must screen its employees and subcontractors initially and on an ongoing monthly basis to determine whether any of them has been terminated, debarred or excluded from participation in the Medicare, Medicaid, SCHIP, or any federal health care program (as defined in Section 1128B (f) of the Social Security Act). And not employ or contract with an individual or entity that has been excluded. See Provider Agreement Section A.5(d)(ii)."* A memo referencing the Provider Agreement verbiage along with supporting documentation and instructions has been provided and is available for review on the DIDD website [here](#).

Every provider must compare their employees and subcontractors against the List of Excluded Individuals and Entities (LEIE - <http://oig.hhs.gov/exclusions/>) every month and report those findings to DIDD. The first submittal by all providers to DIDD was required by **May 15, 2014**. **Subsequent submissions will be due by the 15th of each month or the first business day after.**

Again, thanks to all who have actively participated in the development and implementation of the systems required to facilitate our compliance with this federally mandated screening process. To the extent we can continue to be a resource to you in this ongoing endeavor, please contact Ronnie Rogers-Sirten at Ronnie.E.Rogers-Sirten@tn.gov.

- **Customized Employment (CE) and Discovery:** On May 22-23, Office of Disability Employment Policy (ODEP) Subject Matter Experts Michael Callahan and Abby Cooper, conducted the kick-off training sessions on Customized Employment (CE) and *Discovery*. The primary intent of partnering with the Division of Rehabilitation Services (DRS) was for both DRS staff and DIDD providers to receive the same training and establish rapport with one another.

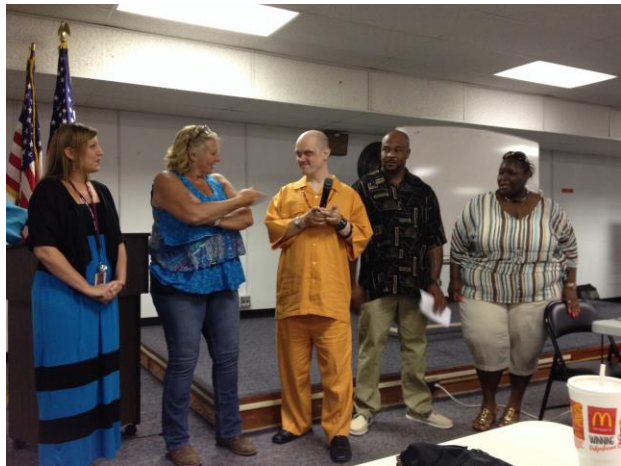
The material covered was an overview of Customized Employment along with the steps involved in CE which includes developing profiles, visual resumes, customized meetings and

customized job development. Additionally, participants learned about Group *Discovery* and were provided with homework assignments that need to be completed by the next training session.

If your agency is interested in receiving this training at another time, please contact Amy Gonzalez, State Director of Employment and Day Services, at 615-532-6119 or Amy.Gonzalez@tn.gov.

- **Person Centered Practices in Action:** Gary Edwards is known as a kind, fun-loving person and a fantastic cook! His Circle of Support (CoS) describe him as a pleasure to be around and a welcoming host who is sure to offer you coffee anytime you enter his home. Gary transitioned to New Horizons' Supported Living program in late October of last year. Around the same time, several members of his CoS also changed, which made the transition to a new agency even more difficult for him. Gary was struggling to adjust to his new environment and new support team. His CoS was also trying to adjust to the recent changes, especially where communication, documentation and Gary's medical appointments were concerned. Additional supports were needed to get Gary and his team back on track.

In November 2013, Gary's Independent Support Coordinator (ISC) made a referral for Person Centered Facilitation. Gary and his CoS met with Person Centered Facilitator, Kate Rogers, once a month from January through March. Together, the team used person centered tools to identify what was important to Gary and what was important for Gary's success and well-being. The team also used What's Working/What's Not Working to determine the barriers preventing effective communication within his CoS. Everyone started to communicate with each other more effectively, which helped Gary get the supports he needed. Gary's direct support staff attended the meetings with him and learned what Gary wanted in his life. This helped his staff provide person centered supports to help him reach his goals.



By the end of March, Gary and his CoS were in a much better place. Gary and his staff rearranged his house to make it more comfortable for him, started exercising and cooked healthy meals together. He has lost weight and is managing his health in a positive way, attending all his scheduled appointments! In addition, Gary is settling into his new home nicely and enjoying inviting his friends over for a cup of coffee and a homemade meal. Gary and his CoS were also invited to share their success through Person Centered Facilitation at the Provider Directors meeting in May at the Middle Tennessee Regional Office (MTRO).

- **Person Centered Organizations:** The department is now accepting applications for additional Person Centered Organizations. Each organization consists of Coaches (agency middle managers, senior direct support professionals, ISCs, case managers) and Leaders (self-advocates, agency senior managers, state management personnel, agency board members, family members, and ISC directors). Both groups work collectively to modify and implement changes to policy, practice, infrastructure and rules that impact person centered practices. If your organization is interested in developing a Person Centered Organization, click [here](#) for details on how to apply. Please e-mail or call Shalita V. Earls, Deputy Director of Person Centered Practices, at 615-253-5823 or Shalita.V.Earls@tn.gov if you have any questions.

- **Employment Skills Networking Group:** Created by the Arc Davidson County, this group will gather monthly to meet other persons with disabilities and discuss topics that will enhance employment skills. This group is for all persons who are interested in working, whether they have a job already or not. Time together will be active, practical and participative. The group will meet the last Saturday of each month from 10:00 a.m.-11:30 a.m. at the Arc Davidson County (111 North Wilson Blvd., Nashville). The next meeting is May 31 and refreshments will be provided. Attendance is free, but [registration](#) is required. For more information, contact Colleen Gibson at cgibson@arcdc.org or call 615-321-5699, ext 35.
- **SRVS Employment First:** Doug Crandell, *Employment First* National Subject Matter Expert, toured SRVS on May 22. Doug is among a group of national employment experts who have shared best practices with SRVS in strategy development and securing community employment opportunities. Doug spent a day and a half meeting with SRVS staff and toured the SRVS Learning Center, SRVS Career Center and SRVS Industries. Doug's visit to SRVS was hosted by the department and ODEP as part of the state's *Employment First* initiative. One of the main topics discussed was the opportunity to generate additional funding. Doug suggested applying for grants and submitting information regarding the transformation of integrated employment services to the *Journal of Rehabilitation* since SRVS is recognized as a leading agency in the initiative.

Pictured from left are: Troy Allen, Director of SRVS Industries, Amy Gonzalez, DIDD State Director of Employment & Day Services, SRVS Industries Person Supported Mary Burke, SRVS Executive Director Tyler Hampton, Doug Crandell and Donna Palmer, Director of SRVS Community Employment Services.



If your agency is interested in joining the *Employment First* initiative and receiving free Technical Assistance, please contact Amy Gonzalez.

- **Birthday Bash:** Kevin Adkins, 50, is supported by MillarRich and recently celebrated his birthday at the Stewart County Visitors Center with over 50 people attending. Since Kevin delivered Meals on Wheels for over 8 years, he desired to donate all his birthday proceeds (approximately \$500) to their Stewart County program. During the festivities, Kevin especially enjoyed an opportunity to play music with Ray Ward and his band.

Pictured at right, is Kevin with his guitar. Not only did he get to spend time with friends on this special occasion, but Kevin was also able to give back to his community. Special thanks to MillarRich for sharing Kevin's day with us!



- **DIDD Training Update:** Relias Learning has announced they are hosting a User Conference from September 23-25, 2014 at the Renaissance Hotel in Nashville. The conference website is available [here](#) for information and registration. We encourage agencies to consider registering

and sending their training administrators, if possible. There is an early bird discount of \$100 if you register before June 30.

A reminder historical training records from College of Direct Support (CDS) will no longer be available to DIDD for download into Relias on June 30, 2014. You can still maintain hard copies of training records; however, if you hire *new* staff and their training history is not captured in Relias prior to June 30, you will need to train on the Relias materials to ensure their training is current and up-to-date.

Additionally, the Relias help desk (DIDD.ISQA@tn.gov) will connect you with global administrators who can provide training if turnover occurs with your training staff. You can also access other resources on the DIDD training page [here](#).

Be safe and have a great weekend!

~Debbie